

# Terms & Conditions ...

## AM I ELIGIBLE FOR A MAKE-UP LESSON?.....

### **SCHEDULED LESSONS MUST BE CANCELLED AT LEAST 2 HOURS BEFOREHAND.**

*(This enables other swimmers the opportunity to book their make-ups into your child's class)*

### **ALL ABSENTEES MUST BE NOTIFIED VIA THE APP**

### **MAKE-UP LESSONS CAN ONLY BE BOOKED VIA THE APP**

*Please contact the office for full terms and conditions.*

- Make-up lessons are subject to availability. We do not guarantee you will be able to book a make-up at a time you desire or that a place will be available.
- Once booked, your make-up lesson cannot be cancelled and rebooked.
- Make-up lessons cannot be taken off your next payment, credited or refunded.
- Make-up lessons must be used within the current term. No roll-overs.
- A permanent booking will take preference to a make-up lesson. In this instance the make-up lesson can be re-scheduled.



## DOWNLOAD OUR APP



- View your lesson dates
- Mark your child as absent
- Book your makeup lessons
- View your account balance
- Update your personal details
- Message us directly

## It's as easy as 1, 2, 3 for you to get started:

1. Download the **SimplyPortal** app from the app store
2. Hit the "Find Centre Near Me" button & enter the Site ID assigned to our centre. Our location code is **B1101067**
3. Login using your Family Portal email address and create/sign-in your password

THEN..... that's it, you're done!

### ***Download the app today...***

Not only is it fast to use, it's super user friendly and all wrapped up in the convenience of one app for your phone!

